



STATE OF NEW YORK DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza Albany, New York 12237

Antonia C. Novello, M.D., M.P.H., Dr.P.H.
Commissioner

Dennis P. Whalen
Executive Deputy Commissioner

May 2006

Dear Colleague:

We are pleased to provide you with a copy of the newly produced *2006 New York State Department of Health-Office of Health Systems Management (OHSM) Directory*. This document provides a summary of our programs and initiatives, lead program staff and their contact information, as well as a listing of our hotlines, help lines and key web site links.

We hope that you will find this document helpful in your interactions with this Office. The Directory is also available on the Department of Health web site at www.health.state.ny.us and may be downloaded. We anticipate that the downloadable version will be updated quarterly.

As we continually strive to improve and enhance our communication with stakeholders and partners, we would like to receive your comments on this directory. In addition, if you have any suggestions for improvement or other means we may use to better our communication system, please feel free to contact our office at 518-474-7028 or 518-474-1988.

Sincerely,

David Wollner
Director
Office of Health Systems Management

Lisa M. Wickens
Assistant Director
Office of Health Systems Management

Enclosure

New York State Department of Health

Office of
Health Systems Management

Directory
2006

Phone • Mail • Internet

Antonia C. Novello, M.D., M.P.H., Dr.P.H
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Dennis P. Whalen
Executive Deputy Commissioner

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Office of Health Systems Management

1408 Corning Tower, ESP, Albany, NY 12237

Director: **David V. Wollner, M.P.A.** dvw01@health.state.ny.us

Contact: Susan D. Ferriero, Virginia Reyes

Phone: 518-474-7028

Fax: 518-486-2564

Assistant Director: **Lisa M. Wickens, RN** lmc12@health.state.ny.us

Contact: Sheri Senecal

Phone: 518-474-1988

Fax: 518-486-2564

- formulates and administers health policies that promote a safe, cost-effective, and high quality health care delivery system throughout the health care continuum;
- develops, promotes and preserves standards of practice to ensure quality of care and patient safety;
- provides oversight of hospitals, diagnostic & treatment centers, nursing homes, home care providers, hospices, adult care facilities and programs, emergency medical services, physicians, funeral firms and practitioners, NYS official prescription form program;
- oversees the financial management of the health care system by developing, implementing, administering and evaluating reimbursement systems and financing mechanisms that contain costs while maintaining financial viability of the providers; and
- plans, develops and encourages innovative policy and regulatory initiatives for providers to improve the quality and access to health care.

Division of Health Care Financing

910 Corning Tower, ESP, Albany, NY 12237

Assistant Director: **Mark H. Van Guysling** mvg01@health.state.ny.us

Contact: Debra M. Valenti

Phone: 518-474-6350

Fax: 518-486-1346

- oversees the financial management of the state's health care;
- develops and implements systems of health care reimbursement that contain health care costs while protecting the viability of the state's health care providers and the availability of quality health care services;
- conducts a variety of activities including: developing Medicaid reimbursement methodologies for providers certified under Articles 28, 36 and 40 of the Public Health Law;
- sets reimbursement rates in accordance with methodologies established in statute and regulation;
- administers state revenue collection programs generated through various surcharges and assessments charged to payers and health care providers;
- reviews the financing mechanisms of proposed health facility construction and expansion projects; and
- examines, tests, evaluates and administers alternative health care financing and insurance mechanisms that offer potential cost control incentives and saving.

Bureau of Financial Management & Information Support

984 Corning Tower, ESP, Albany, NY 12237

Director: Richard Pellegrini rxp03@health.state.ny.us
Assistant Director: Terrance Cullen tpc03@health.state.ny.us
Contact: Lynne M. Ryan
Phone: 518-474-1673
Fax: 518-473-8825

- administers statutorily mandated revenue and collection programs;
 - coordinates the disbursement of funds by DOH pool administrator;
 - collects and analyzes financial and statistical data from health care provider groups;
 - manages state capital financing programs; and
 - manages the division's computer hardware and software resources.
-

Bureau of Health Economics

1110 Corning Tower, ESP, Albany, NY 12237

Assistant Director: Phillip N. Mossman pnm01@health.state.ny.us
Contact: Honey Meyer
Phone: 518-473-8822
Fax: 518-486-5796

- provides research, development and evaluation activities for the Division of Health Care Financing;
 - develops reimbursement demonstration programs;
 - prepares position papers;
 - conducts methodology modeling;
 - analyzes industry proposals; and
 - develops necessary legislation, regulations and state plans.
-

Bureau of Long Term Care Reimbursement

943 Corning Tower, ESP, Albany, NY 12237

Director: Kathleen Gill keg01@health.state.ny.us
Contact: Delores DeMarco
Phone: 518-474-1057
Fax: 518-474-1056

- computes and promulgates Medicaid reimbursement rates for nursing homes, certified home health agencies, long term home health care programs, adult day health care programs, personal care programs, foster care programs, waived services, limited licensure programs, assisted living programs, personal emergency response systems, out-of-state nursing home rates, and hospice programs;
- develops regulations based on statutory mandates or reimbursement methodology changes;
- participates in the development of reimbursement mechanisms for specialty geriatric populations;
- reviews proposed mortgage refinancings; and
- manages cost report databases.

Bureau of Primary & Acute Care Reimbursement

1043 Corning Tower, ESP, Albany, NY 12237

Central Email Address: bpacr@health.state.ny.us

Assistant Director: **John W. Gahan**

jwg01@health.state.ny.us

Contact: Marianne Wallard

Phone: 518-474-3267

Fax: 518-486-6869

- develops and promulgates Medicaid reimbursement rates for hospitals, outpatient departments, and diagnostic and treatment centers; certifies Workers' Compensation and no-fault rates;
- recommends for approval Article 43 and 44 corporation prospective rate adjustments;
- manages cost report databases;
- implements final audited Medicaid hospital rates from 1981 to the present;
- evaluates the financial and reimbursement impact of proposed hospital patient service mix changes or physical plant changes authorized through the certificate of need (CON) program;
- oversees financially distressed hospitals and diagnostic and treatment centers; and
- participates in developing alternative reimbursement on health care financing activities for patient services provided in hospitals.

Division of Health Care Standards

433 River St FL 6, Troy, NY 12180

Central Email Address: dhcssbml@health.state.ny.us

Director: **Lisa M. McMurdo, RN, MPH**

lm09@health.state.ny.us

Contact: Tina Lecuyer

Phone: 518-402-1040

Fax: 518-402-1042

- oversees selected executive and legislative health care grants;
- investigates misuse and trafficking of licit controlled substances;
- oversees emergency medical services (EMS), including EMS professionals and ambulance services;
- oversees funeral service firms and practitioners; and
- oversees the statewide initiatives for the State Transplant Council.

Bureau of Emergency Medical Services

433 River St FL 6, Troy, NY 12180

Central Email Address: emsmail@health.state.ny.us

Director: **Edward Wronski**

egw02@health.state.ny.us

Assistant Director: **Marjorie Geiger, MPH**

mag05@health.state.ny.us

Contact: Rhonda Crispo

Phone: 518-402-0996

Fax: 518-402-0985

- oversees the statewide emergency medical services (EMS) system, including ambulance, advanced life-support first response services, and trauma centers; certifies practitioners and ambulance services, and develops and implements training and educational requirements and medical protocols;
- coordinates the statewide trauma system, including onsite trauma center audits, and analyzes data to improve quality of care; and
- responds to state declared emergencies, mobilizing statewide EMS resources as needed.

Bureau of Funeral Directing

433 River St FL 6, Troy, NY 12180

Central Email Address: funeral@health.state.ny.us

Director: Deborah H. Orecki

dho01@health.state.ny.us

Phone: 518-402-0785

Fax: 518-402-0784

- regulates all activities related to funeral directing, including the inspecting and registering funeral firms, registering and regulating practitioners, and investigating consumer complaints
 - oversees the education and training of prospective & current funeral service practitioners; and
 - responds to inquiries about funeral arrangements.
-

Bureau of Health Care Research & Information Services

433 River St FL 5, Troy, NY 12180

Central Email Address: bhcris@health.state.ny.us

Director: Matthew S. Leary

msl01@health.state.ny.us

Contact: Althea Pratt

Phone: 518-402-0730

Fax: 518-402-0746

- creates reports and analyses required for budget, surveillance, and federal performance standards monitoring;
 - manages the OHSM intranet web site; and
 - supports the statewide computer network that connects OHSM's operational units
-

Bureau of Narcotic Enforcement

433 River St FL 5, Troy, NY 12180

Central Email Address: narcotic@health.state.ny.us

Director: James J. Giglio

jgg01@health.state.ny.us

Contact: Leslie Phillips

Phone: 518-402-0707

Fax: 518-402-0709

- investigates the misuse and trafficking of licit controlled substances; monitors and regulates controlled substances through the issuance of licenses, criminal and civil investigations, issues NYS official prescription forms to practitioners and healthcare facilities;
 - inspects licensed healthcare facilities and monitors prescribing and dispensing of controlled substances through the Official Prescription Program; and
 - conducts outreach and educational programs for healthcare professionals, law enforcement and the public regarding the legitimate use of controlled substances in healthcare.
-

Grants Clearinghouse

433 River St FL 5, Troy, NY 12180

Director: Muriel Dempsey

mad04@health.state.ny.us

Contact: Joann Lacy

Phone: 518-402-1068

Fax: 518-402-0746

- oversees selected executive and legislative health care grants;
- reviews & responds to hospital financial complaints; and
- implements Public Health Law (PHL) Access to Medical Records program.

Division of Health Facility Planning

433 River St FL 6, Troy, NY 12180

Assistant Director: Neil P. Benjamin

npb03@health.state.ny.us

Contact: Lisa Thomson

Phone: 518-402-0967

Fax: 518-402-0971

- administers the certificate of need (CON) program for NYS and maintains the CON/Operating Certificate database for all Article 28 licensed health care facilities (hospitals, nursing homes, D&TCs) and Article 36 (certified &, long term home health agencies) and Article 40 (hospices);
- develops policy recommendations and regulatory changes to support provider innovation and improve the quality of care for health care facilities regulated by the Department;
- serve as a resource to the department, other state agencies, appointed councils, and the industry in the planning, financing, and construction of health care facilities and developing networks and systems of providers across the state;
- develops policy and regulation supporting legislative health care initiatives, such as Transitional Care Units and Nursing Home Rightsizing;
- serves as policy and data liaison for the Commission on Health Care Facilities for the 21st Century; and
- administers the Health Care Efficiency & Affordability Law of New Yorkers (HEAL NY).

Bureau of Architectural & Engineering Facility Planning

433 River St FL 6, Troy, NY 12180

Central Email Address: b0723@health.state.ny.us

Director: Thomas M. Jung, R.A.

tmj02@health.state.ny.us

Contact: Sharon Kowalski

Phone: 518-402-0904

Fax: 518-402-0975

- reviews the design and construction of medical facilities and performs onsite inspections to ensure compliance with the state medical facility construction code;
- provides technical assistance to architects, engineers, and health care facility operators to encourage innovation and resourcefulness in designing new facilities and modernizing existing physical plants; and
- recommends, in collaboration with the Construction Standards Advisory Group, changes in the state code to reflect developments in materials and design technology as well as progress in life-safety standards issued by professional societies and the federal government.

Bureau of Financial Analysis & Review

433 River St FL 6, Troy, NY 12180

Director: Charles Abel

cpa01@health.state.ny.us

Phone: 518-402-0953

Fax: 518-402-0969

- performs financial analyses of proposals to acquire, alter, construct, reconstruct, improve, extend, or modify health care facilities subject to review under the certificate of need (CON) program; and
- works closely with the Dormitory Authority of the State of New York (DASNY) in assessing the feasibility of health care facility construction projects that seek tax-exempt funding from DASNY.

Bureau of Health Facility Planning

433 River St FL 6, Troy, NY 12180

Director: **Norma N. Nelson** nnn01@health.state.ny.us
Contact: Donna Little
Phone: 518-402-0935
Fax: 518-402-0941

- compiles and analyzes data to monitor the impact of industry developments and proposed regulatory changes on acute and long term care beds, outpatient services, and primary and ambulatory care;
- develops service-specific need methodologies for the evaluation of public need under the certificate of need (CON) process;
- maintains the operating certificate database for DOH licensed facilities; and
- collects, analyzes and disseminates hospital bed occupancy data.

Bureau of Project Management

433 River St FL 6, Troy, NY 12180

Acting Director: **Diane M. Smith, RN** dmc06@health.state.ny.us
Contact: Catherine Jolicoeur
Phone: 518-402-0911
Fax: 518-402-0931

- coordinates and monitors the processing of all certificate of need (CON) applications

Division of Home & Community Based Care

161 Delaware Ave, Delmar, NY 12054

Director: **Robert P. Dougherty** rpd02@health.state.ny.us
Contact: Patricia Lanahan
Phone: 518-408-1132
Fax: 518-408-1145
Deputy Director: **Suzanne Broderick, PhD, RN** sxm10@health.state.ny.us
Contact: Kathleen Savage
Phone: 518-408-1592
Fax: 518-408-1145

- assures appropriate care and service delivery in certified home health agencies, licensed home care agencies, long term care home health care programs, hospices, adult care facilities, assisted living residences and programs, and traumatic brain injury Medicaid waiver providers;
- develops State health policy and implements new programs to improve the quality of life and independence of persons in need of home and community based care in NYS;
- policy direction, training and assistance to the Department's field staff in implementing new or revised programs;
- licenses or certifies new operators and approves changes in the existing operations, including applicable certificate of need (CON) activities;
- ensures quality of care through surveillance, complaint investigation and analysis of service utilization and cost data;
- improves service delivery innovation through administration of state, private and federal research grants and state funding initiatives; and
- manages Medicare certification of nursing homes and adult day health care programs.

Bureau of Adult Care Facility Quality & Surveillance

161 Delaware Ave, Delmar, NY 12054

Director: Mary E. Hart meh15@health.state.ny.us
Contact: Tara Moroskey
Phone: 518-408-1133
Fax: 518-408-1145

- oversees the adult care facility (ACF) surveillance process including enforcement and imposition of civil penalties for regulatory violations;
- oversees ACF complaint investigations through management of the complaint hotline and complaint tracking system;
- trains and oversees field staff including adherence to performance standards;
- monitors facility performance and transition during ACF receiverships, temporary operators and facility closures; and
- coordinates with other State agencies and consumer advocates to ensure appropriate delivery of ACF services.

Bureau of Continuing Care Policy Initiatives & Research

161 Delaware Ave, Delmar, NY 12054

Director: Judith R. Mooney, RN, MA jrm11@health.state.ny.us
Assistant Director: Beth Dichter, Ph.D. esd02@health.state.ny.us
Contact: Claudette Hennessy
Phone: 518-408-1600
Fax: 518-408-1145

- provides policy direction and develops program improvements to home and community based services (home care, hospice, assisted living, adult care facilities);
- implements new legislative initiatives, including development of regulations, standards and mechanisms for program monitoring;
- improves quality of care through research evaluation, grants management and training of field staff and providers; and
- coordinates and implements the activities of the Traumatic Brain Injury Council.

Bureau of Home Care/Hospice Surveillance & Quality Indicators/Evaluation

161 Delaware Ave, Delmar, NY 12054

Central Email Address: hmhscsurv@health.state.ny.us
Director: Rebecca Fuller Gray, RN, BSN, MBA rfg04@health.state.ny.us
Assistant Director: Maureen Duffy mhd03@health.state.ny.us
Contact: Teresa Gregorio-Fadeley
Phone: 518-408-1638
Fax: 518-408-1636

- oversees the surveillance and enforcement processes for Certified Home Health Agencies, Long Term Home Health Care Agencies, Hospices, Licensed Home Care Services Agencies and Traumatic Brain Injury Waiver Programs, including compliance with federal and state standards;
- oversees complaint investigations, including responding to complaints received through the Home Care Hotline;
- develops federal Medicare home care surveillance budget and monitoring of compliance with federal performance standards;
- certifies home health aide training programs;
- oversees collection and analysis of home care and nursing home quality assurance data;
- approves emergency preparedness plans, including agency strikes or closures, and ensures continuity of care during emergencies.

Bureau of Licensure & Certification, ACF Unit

161 Delaware Ave, Delmar, NY 12054

Central Email Address: acfcon@health.state.ny.us

Unit Director: **Marybeth Fader**

mbf09@health.state.ny.us

Contact: Lynne Thornton

Phone: 518-408-1624

Fax: 518-408-1249

- certifies or licenses new adult care facilities, adult day care and respite programs, assisted living programs and residences on the basis of Certificate of Need (CON) requirements and including coordination of pre-opening surveys;
- approves change in ownership, management contract proposals, construction projects, facility/program name changes and additional assisted living program capacity;
- investigates organizations operating without appropriate licensure or certification, including enforcement for violations; and
- administers the Quality Incentive Payment Program (QUIP) and enriched housing subsidy program which provides grants to improve quality of services to low income persons residing in ACFs.

Bureau of Licensure & Certification, RHCF & HC Unit

161 Delaware Ave, Delmar, NY 12054

Unit Director: **Douglas E. Reilly, RS**

der01@health.state.ny.us

Assistant Unit Director: **Paul Pflieger**

php02@health.state.ny.us

Contact: Audra Zwinge

Phone: 518-408-1628

Fax: 518-408-1692

- certifies or licenses new providers of nursing homes (NH) and adult day health care programs (ADHC), home care agencies and hospice, including coordination of pre-opening surveys;
- approves change in ownership, management contracts, construction projects and facility/agency name changes;
- investigates organizations operating without appropriate licensure, including enforcement for licensure violations;
- oversees collection and analysis of utilization, census and revenue data for program planning and oversight; and
- coordinates receiverships, bed reservation approvals and surety bonds for NHs.

Division of Primary & Acute Care Services

433 River St FL 6, Troy, NY 12180

Central Email Address: hbm1@health.state.ny.us

Director: **Martin J. Conroy**

mjc09@health.state.ny.us

Assistant Director: **Mary Ellen Hennessy**

meh08@health.state.ny.us

Contact: Marianne Zarelli

Phone: 518-402-1004

Fax: 518-402-1010

- oversees Article 28 hospitals and diagnostic and treatment centers by analyzing patient data and investigating complaints;
- manages a centralized hospital complaint and triage system;
- oversees statewide initiatives for the Cardiac Advisory Committee; and
- monitors data analysis on patient encounters and institutional operation, through the investigation of adverse events and complaints lodged against providers.

Division of Quality & Surveillance for Nursing Homes & ICFs/MR

161 Delaware Ave, Delmar, NY 12054

Central Email Address: dqscomm@health.state.ny.us

Director: **Keith W. Servis** kws04@health.state.ny.us

Contact: Doris Beardsley

Phone: 518-408-1267

Fax: 518-408-1271

- conducts surveillance to determine provider compliance with applicable federal and state health standards;
- works collaboratively with the nursing home provider community to continuously improve service delivery;
- ensures appropriate NH administrator licensure;
- maintains the NYS Nurse Aide Registry; and
- ensures public access to provider demographic and surveillance data through the DOH web site.

Bureau of Data Management & Analysis

161 Delaware Ave, Delmar, NY 12054

Central Email Address: bdma@health.state.ny.us

Director: **Richard E. Rees, MBA** rer03@health.state.ny.us

Contact: Justin R. Hausmann

Phone: 518-408-1280

Fax: 518-408-1287

- creates reports and analyses required for budget, surveillance, and federal performance standards monitoring;
- develops content for the DOH Nursing Home web site; and
- trains staff on CMS systems used to collect nursing home data, and establishes and maintains complimentary data systems.

Bureau of Professional Credentialing

161 Delaware Ave, Delmar, NY 12054

Central Email Address: profcred@health.state.ny.us

Director: **Diane Lenzner-Cohen, MBA, LNHA** del03@health.state.ny.us

Contact: Kjell Hokanson

Phone: 518-408-1297

Fax: 518-408-1632

- evaluates, establishes and administers the criteria and standards for professional and paraprofessional staff working in nursing homes involving the practice of nursing home administration and certification of nursing home nurse aides;
- as staff to the Board of Examiners of Nursing Home Administrators, establishes licensure and practice standards, issues licenses and registrations to eligible nursing home administrators, and regulates the practice of nursing home administration in NYS;
- establishes and provides oversight of training and competency evaluation program requirements for nursing home nurse aides; and
- maintains, through an outside contractor, the NYS Nurse Aide Registry, providing employers with verification of an individual's competency to perform nurse aide activities within nursing homes.

Bureau of Quality Assurance

161 Delaware Ave, Delmar, NY 12054

Director: **Kristen Armstrong-Ross** kma07@health.state.ny.us
Contact: Maria Wishart
Phone: 518-408-1282
Fax: 518-408-1287

- monitors surveillance activities to ensure statewide surveyor consistency in interpreting the state and federal regulations;
 - approves all citations for egregious care;
 - maintains contact with CMS to ensure state compliance with federal requirements;
 - conducts the Informal Dispute Resolution Process, for harm and higher level deficiencies; and
 - processing the NYS Section 12 fines.
-

Case Resolution Bureau

161 Delaware Ave, Delmar, NY 12054

Central Email Address: crb@health.state.ny.us

Director: **Mark Brownell** mab13@health.state.ny.us
Contact: Sara Bryans
Phone: 518-402-5447
Fax: 518-408-1266

- conducts offsite investigations of complaints against nursing homes to determine compliance with State and Federal regulations;
 - investigates and processes all discharge appeals for nursing homes in the state.
-

Central Complaint Intake Program

161 Delaware Ave, Delmar, NY 12054

Central Email Address: nhintake@health.state.ny.us

Director: **Mark Brownell** mab13@health.state.ny.us
Contact: Carol Trianni
Phone: 518-408-1162
Fax: 518-408-1157

- receives all nursing home complaints through telephone calls to the nursing home hotline (888) 201-4563, email to the CCIP complaint mailbox, conventional mail, or referral;
- prioritizes complaints, using CCIP nurses' knowledge of nursing home regulations, industry standards and clinical situations, to determine the seriousness of each complaint and the appropriate timeframe for DOH investigation;
- maintains a computerized data tracking system to monitor complaint investigation status and analyzes data to identify trends and outcomes; and
- provides callers with any necessary information and makes referrals to other agencies as appropriate.

ICF/MR Quality & Surveillance

161 Delaware Ave, Delmar, NY 12054

Central Email Address: icfmr@health.state.ny.us

Director: Carol Friedman

cxmf08@health.state.ny.us

Contact: Debra Grimsley

Phone: 518-408-1290

Fax: 518-408-1287

- provides ultimate advocacy for 9,900 New York State citizens who have mental retardation and developmental disabilities and who reside in Intermediate Care Facilities, by determining compliance with the federal and state regulations.

Strategic Planning & Operations

161 Delaware Ave, Delmar, NY 12054

Director: Mary Ann Monaco

mxm13@health.state.ny.us

Contact: Jodi Wiley

Phone: 518-408-1272

Fax: 518-408-1271

- coordinates the division's strategic plan;
- provides administrative oversight/coordination, including personnel transactions, files, and databases;
- coordinates electronic transfer of information to nursing home providers statewide;
- administers the nursing home/home care Criminal History Record Check Program; and
- manages the division's contracts.

Health Systems Emergency Preparedness

433 River St FL 1, Troy, NY 12180

Central Email Address: hseppny@health.state.ny.us

Director: Bruce I. Fage

bif03@health.state.ny.us

Assistant Director: Jackie Pappalardi

jop01@health.state.ny.us

Contact: Phyllis Palma

Phone: 518-408-5163

Fax: 518-402-8659

- administers the Health Resources Services Administration (HRSA) Cooperative Agreement for bio-terrorism and emergency preparedness for health facilities outside of the 5 boroughs of NYC;
- develops overall OHSM emergency preparedness policy and regulation in coordination with OHSM program bureaus;
- works with Public Health Preparedness and Response to integrate the objectives of HRSA and CDC cooperative agreements and to formulate Department policy on all hazards preparedness; and
- provides training to OHSM/Regional Office staff and conducts/assists OHSM/Regional Office drills and exercises.

Office of Health Care Quality & Safety

1821 Corning Tower, ESP, Albany, NY 12237

Central Email Address: ohcqs@health.state.ny.us

Medical Director: **John N. Morley, MD**

jnm05@health.state.ny.us

Contact: Kathy Rhodes

Phone: 518-408-1828

Fax: 518-474-2881

- collaborates with health care experts on patient safety strategies in the NYS health care delivery system;
- consults with program areas and offers medical opinions as needed;
- provides assessment and review of cases for quality assurance;
- communicates with medical clinicians in the community on evolving health care issues.

Clinical Affairs

1815 Corning Tower, ESP, Albany, NY 12237

Central Email Address: oca@health.state.ny.us

Director: **Nancy R. Barhydt, Dr.PH, RN**

nrb01@health.state.ny.us

Contact: Norman Allen

Phone: 518-402-5914

Fax: 518-402-5902

- provides clinical guidance to program staff relating to hospitals, nursing homes, home care services agencies, adult care facilities and hospices;
- co-directs the Department's Statewide Hospital Stroke Designation program; and
- determines how national initiatives can be applied to NYS programs.

Healthcare Quality Initiatives

90 Church Street, New York, NY 10007

Director: **Cathy A. Blake**

cab16@health.state.ny.us

Phone: 212- 417-4111

Fax: 212-417-4112

- develops and recommends quality improvement guidelines, standards and plans to direct policy for statewide health care systems;
- co-directs the Department's Hospital Stroke Center Demonstration Project, including analyzing successes and proposing changes for improved outcomes; and
- manages the NYS Patient Safety Award Program

Patient Safety Center

161 Delaware Ave, Delmar, NY 12054

Central Email Address: patientsafety@health.state.ny.us

Director: **Robert W. Barnett, MSIA, MA**

rwb02@health.state.ny.us

Contact: Debra Betor

Phone: 518-408-1219

Fax: 518-408-1221

- implements the provisions of the NYS Patient Health Information and Quality Improvement Act of 2000 which calls for the creation of a statewide health information system designed to collect a wide range of data on health care providers and practitioners;
- oversees the Department's efforts at maximizing patient safety in all healthcare settings;
- oversees the physician profile, hospital and health plan report card initiatives; and
- increases public information about health care providers, practitioners and healthcare plans.

Regulatory Compliance

1110 Corning Tower, ESP, Albany, NY 12237

Director: Anna Colello, JD adc05@health.state.ny.us
Contact: Sara Mosley
Phone: 518-402-5733
Fax: 518-486-5796

- advises programs within the Department's Office of Health Systems Management (OHSM) on federal and state compliance issues involving hospitals, nursing homes, adult homes, home health care services agencies, emergency medical service providers and controlled substances.

Research in Quality & Safety

161 Delaware Ave, Delmar, NY 12054

Director: Ellen Flink, MBA emf02@health.state.ny.us
Phone: 518-408-1234
Fax: 518-408-1235

- develops and implements patient safety and quality improvement projects for the Office of Health Systems Management (OHSM); and
- analyzes quality data from existing systems and writes reports and peer review articles for publication.

Office of Professional Medical Conduct (OPMC)

433 River St FL 4, Troy, NY 12180

Central Email Address: opmc@health.state.ny.us
Director: Dennis J. Graziano djg03@health.state.ny.us
Contact: Patricia A. Cunningham, Susan Meszler
Phone: 518-402-0855
Fax: 518-402-0866
Deputy Director: Patricia Whitman, MS, MBA pew05@health.state.ny.us
Deputy Director: Cynthia Weber Glynn cwg02@health.state.ny.us
Contact: Michelle Houser, Carol Dustin
Phone: 518-402-0855
Fax: 518-402-0866

- investigates all complaints of medical misconduct against physicians (including physician assistants, specialist assistants, doctors of osteopathy, and medical residents) and, with assistance of DOH counsel, prosecutes physicians formally charged with misconduct;
- monitors physicians whose licenses have been restored following a temporary surrender due to incapacity by drugs, alcohol or mental impairment;
- oversees the contract with the Medical Society of the State of New York's Committee for Physicians' Health (CPH) -- a non-disciplinary program to identify, refer to treatment and monitor impaired physicians;
- monitors physicians placed on probation following disciplinary action; and
- supports the activities of the 175-member Board for Professional Medical Conduct, including managing the appointment process, training, assisting with committee work and policy development, recruitment of medical experts, and coordinating the canvass procedures for approximately 150 hearing panels that are convened annually.

Hotlines

Adult Care Facility Complaint Hotline

Applicable To: Adult Care Facility

Phone: 866-893-6772

Hours: 8:30am - 4:45pm business days

Central Email Address: acfh hotline@health.state.ny.us

Contact: Bureau of Adult Care Facility Quality and Surveillance

The Hotline accepts complaints against licensed adult care facilities as well as unlicensed operators (Q-ops). Department field staff investigates complaints. After hours calls are accepted into a voice mail account, which is checked frequently on weekends and holidays. Situations warranting immediate attention are investigated; all other off-hours calls are processed the next business day. The hotline is also a general information resource for operators, residents and the public. The hotline has language translation capability.

Home Care Agency Information Hotline

Applicable To: Certified Home Health Agency, Hospice, Licensed Home Care Services Agency, Long Term Home Health Care Program

Phone: 800-628-5972

Hours: 10am - 4pm business days

Contact: Bureau of Home Care/Hospice Surveillance & Quality Indicators/Evaluation

The hotline identifies for callers whether a home care agency has been certified as a Medicare/Medicaid provider and provides information on home care agency and hospice compliance with applicable regulations. Persons with inquiries or complaints will be assisted. The hotline has language translation capability.

Hospital Complaint Hotline

Applicable To: Ambulatory Surgery Center, Diagnostic & Treatment Center, Hospital, Primary Care Clinic

Phone: 800-804-5447

Hours: 8:30am - 4:45pm business days

Web Site: www.health.state.ny.us/nysdoh/consumer/director/hospicare.htm

Central Email Address: hospinfo@health.state.ny.us

Contact: Division of Primary & Acute Care Services

The Hotline provides toll-free access, 24 hours per day, to receive complaints about NYS acute care hospitals and diagnostic & treatment centers, including rural health clinics, ambulatory surgery and renal dialysis centers. Complaint information is reviewed and prioritized by registered nurses to determine the appropriate response by the Department's field staff. Complaints are also received by email (address above) or by letter to the New York State Department of Health, Centralized Hospital Intake Program, 433 River St FL 6, Troy, New York 12180 After hours calls are accepted into a voice mail account. Complainants needing foreign language assistance are transferred to an interpreter who obtains the complainant's information.

Nursing Home Complaint Hotline

Applicable To: Nursing Home

Phone: 888-201-4563

Hours: 8:30am - 5pm business days

Central Email Address: nhintake@health.state.ny.us

Contact: Central Complaint Intake Program

The Hotline provides toll-free access, 24 hours per day, to receive complaints about NYS nursing homes. Complaint information is reviewed and prioritized by registered nurses to determine the appropriate response by the Department's field staff. Complaints are also received by email (address above) or by letter to CCIP, 161 Delaware Ave, Delmar, NY 12054. After hours calls are accepted into a voice mail account, which is checked

frequently on weekends and holidays. Field staff are notified immediately of situations that may place residents in immediate risk of harm. Complainants needing foreign language assistance are transferred to an interpreter who obtains the complainant's information.

Patient Review Instrument (PRI) Hotline

Applicable To: Nursing Home

Phone: 866-333-4702

Hours: 8:00am - 4:30pm business days

Central Email Address: primail@health.state.ny.us

Contact: Bureau of Financial Management & Information Support

The NYS Health Department contracts to perform PRI auditing services and to operate a hotline for questions regarding PRI completion and auditing. Callers to the hotline outside normal business hours may leave a message that will be returned the next business day.

The Bureau is responsible for all aspects of the PRI program, including processing, auditing and training. Questions on PRI topics may be addressed to the Health Department by using the mail log address above or by calling 518-486-1371 on business days. Callers outside normal business hours may leave a message and the call will be returned the next business day.

The PRI audit manual is available via the Health Department's web site at www.nyhealth.gov/nysdoh/hcra/pri.htm. PRI related regulations are available on the Department's web site at www.health.state.ny.us/nysdoh/phforum/nycr10.htm. Click on "Search Title 10," then type in 86-2 in the search field. Of particular interest in relation to the PRI will be Part 86-2.30 and Part 86-2.7.

Help Lines

Nursing Home/Home Care Patient Assessment Help Line

Applicable To: Nursing Home, Home Health Agencies

Phone: **518-408-1658**

Hours: 9am - 4pm business days

Central Email Address: mds2@health.state.ny.us or oasis@health.state.ny.us

Contact: Bureau of Home Care/Hospice Surveillance & Quality Indicators/Evaluation

This help line supports submission of patient assessment data for Nursing Homes and Certified Home Health Agencies, via the MDS (Minimum Data Set) and OASIS (Outcome and Assessment Information Set) tools respectively. Assessment data is used for care planning and quality assurance. The help line is directed to a voice mail system, which is checked daily. Help Line users are encouraged to submit questions via email; written answers are provided. For Nursing Home questions, email mds2@health.state.ny.us. For Certified Home Health Agencies (CHHAs), email oasis@health.state.ny.us.

NYS Official Prescription Program Help Line

Applicable To: Nurse Practitioner, Pharmacist, Physician Assistant, Physician

Phone: **866-772-4683**

Hours: 8:00 am - 5:00 pm

Web Site: www.health.state.ny.us/professionals/narcotic/index.htm

Central Email Address: narcotic@health.state.ny.us

Contact: Bureau of Narcotic Enforcement

The help line is for practitioner questions about the NYS Official Prescription Program. This program requires that all prescriptions written in New York State be issued on an official New York State prescription form.

This web site provides information about the program as well as a link for practitioners to register and order Official Prescriptions. Practitioners must register and obtain a Health Provider Network (HPN) account prior to ordering prescription forms online. Additional information is available on the HPN at <https://commerce.health.state.ny.us/pub/>.

Organ & Tissue Donation Help Line

Phone: **866-693-6667**

Hours: available 24 hours a day

Web Site: www.health.state.ny.us/nysdoh/donor/main.htm

Central Email Address: donorreg@health.state.ny.us

Contact: Division of Primary & Acute Care Services

Consumers can call this toll-free automated message service to obtain contact information for local organ procurement agencies to answer consumers' questions. This service allows individuals to obtain informational brochures and to change their registry enrollment. Instructions are available in English and Spanish. The web site provides general information and the ability to register online as an organ donor.

Physician Complaint Help Line

Applicable To: Physician, Doctor of Osteopathy

Phone: **800-663-6114**

Hours: 8:30am - 4:45pm business days

Contact: Office of Professional Medical Conduct

The Office of Professional Medical Conduct (OPMC) has jurisdiction over professional conduct in the practice of medicine by physicians, doctors of osteopathy, physician assistants, and specialist assistants. There is an answering machine for messages from calls received outside the operational time. This number is for information on making a complaint regarding the care of a patient. Complaints must be made in writing and complaint packets, including a stamped return address envelope, will be mailed on request. OPMC has

the ability to take calls from Spanish-speaking individuals. Callers can be given information regarding final disciplinary actions and are referred to the OPMC web site (www.health.state.ny.us/nysdoh/opmc/main.htm) for further information.

Physician Profiling Help Desk for Consumers

Applicable To: Physician, Doctor of Osteopathy

Phone: 888-338-6999

Hours: 8:30 am- 4:45 pm business days

Contact: Patient Safety Center

Consumers may call the toll free Consumer Help Line to obtain answers to physician profile questions, to learn more about their current doctor, to receive help in choosing a doctor, or to obtain hard copies of profiles. They may request assistance on how to navigate the web site, to find out about their doctors' educational background as well as about their medical malpractice, disciplinary actions and/or criminal convictions. Consumers without access to a computer may request printed copies of up to 3 physician profiles per call. Consumers may also call when they have concerns about a physician or want to report a physician whom they believe may be practicing illegally or outside the standard of care. English and Spanish speaking call center operators are available at all times. Chinese, Creole and Russian speaking operators are available if necessary.

Physician Profiling Help Desk for Physicians

Applicable To: Physician, Doctor of Osteopathy

Phone: 888-338-6998

Hours: 8:30 am - 4:45 pm business days

Contact: Patient Safety Center

Physicians call the toll free Physician Help Line for assistance with completing their profile, or on how to update or make changes to their profile information. They may want to know the process to appeal the posting of their medical malpractice on the public web (www.nydoctorprofile.com) and how to correctly report their disciplinary actions. English and Spanish speaking call center operators are available at all times. Chinese, Creole and Russian speaking operators are available if necessary.

PRI and Screen Training Help Line

Applicable To: Nursing Home

Phone: 800-852-3685 x325

Hours: 8:00am - 4:30pm business days

The NYS Health Department contracts to train persons in the use and completion of the Patient Review Instrument (PRI), the Hospital/Community (H/C) PRI, and Screen. Persons must register to receive training and there is a fee. Callers to the helpline outside normal business hours may leave a message that will be returned the next business day. Information on IPRO and contracted training may be found at www.ipro.org/pri.

Key Web Sites

Adult Care Facilities Directory

www.health.state.ny.us/facilities/adult_care/

Applicable To: Adult Care Facility

Contact: Bureau of Adult Care Facility Quality and Surveillance

This web site provides a listing and the location of adult care facilities and general information about adult care facilities (ACF) and assisted living programs (ALP) in NYS. Providers, consumers and other interested parties may use this site to locate an ACF or ALP in their area; and to obtain additional information about the quality of care provided. Information on how to file a complaint about an ACF is also provided.

Certificate of Need (CON) Program Information

www.health.state.ny.us/nysdoh/cons/index.htm

Applicable To: Diagnostic & Treatment Center, Hospital, Nursing Home

Contact: Bureau of Project Management

Designed for consumers, providers and prospective applicants, this site provides information on the CON process, including background information on the program, a downloadable application form, and agendas and schedules for the State Hospital Review and Planning Council (SHRPC) and Public Health Council (PHC). A listing of CON applications approved since 1996 is provided, along with forms and informational documents related to the CON program. A link is provided to the Adult Care Facility site, for the ACF CON application and approval process.

Commission on Health Care Facilities in the 21st Century

www.nyhealthcarecommission.org/index.htm

Applicable To: Hospital, Nursing Home

The Commission, appointed by the Governor and independent from the Department, is charged with undertaking a rational, independent review of health care capacity and resources in the State. It was created to ensure that the regional and local supply of hospital and nursing home facilities is best configured to appropriately respond to community needs for high-quality, affordable and accessible care, with meaningful efficiencies in delivery and financing that promote infrastructure stability.

By December 1, 2006, the Commission will make final recommendations on rightsizing the State's hospitals and nursing homes. These recommendations will include possible consolidation, closure, conversion, and restructuring of institutions, and reallocation of local and statewide resources. Recommendations approved by the Governor and the Legislature will become law and will be implemented by the Commissioner of Health.

The web site provides information on the Commission's origins, schedule of meetings and hearings, composition of membership, charge, and other key information.

Emergency Medical Services

www.health.state.ny.us/nysdoh/ems/main.htm

Applicable To: Emergency Medical Services Personnel

Contact: Bureau of Emergency Medical Services

Provides news, events and announcements in the EMS community, certification, education and examination information, policies, laws, regulations & protocols, supported programs and agencies, disaster preparedness information and resources. It also provides information on the NYS trauma program and the EMS program for children.

Hospital Profiles/Performance Comparison

<http://hospitals.nyhealth.gov>

Applicable To: Hospital
 Central Email Address: patientsafety@health.state.ny.us
 Contact: Patient Safety Center

For use by practitioners and consumers, this web site provides basic demographic information for NYS hospitals (name, address, phone, # beds, services offered) as well as quality indicators (select procedures and performance results). Users may select several hospitals to compare their respective performance.

NYS Health Information Technology Initiative

www.nyhealth.gov/technology/

Applicable To: Ambulatory Surgery Center, Diagnostic & Treatment Center, Doctor of Osteopathy, Hospital, Medical Resident, Nursing Home, Pharmacist, Physician
 Central Email Address: hitw@health.state.ny.us

The federal Health Information Technology initiative addresses the adoption of interoperable electronic health records that can be networked across the country. Key components are access to information, privacy protection, security of information, standardization of systems and expanded knowledge base available to consumers and practitioners. Key goals are informed clinical practice, interconnecting clinicians, personalization of care and improving the health of the population.

This web site is for consumers, patients, practitioners and providers to keep abreast of the NYS activities to address these issues in collaboration with the federal system, other state systems and private organizations. Issues covered include regulatory, legal, financing, technology, public health, medical research, bioterrorism, payment and insurance.

NYS Nursing Home Information

www.health.state.ny.us/facilities/nursing/

Applicable To: Nursing Home
 Central Email Address: bdma@health.state.ny.us
 Contact: Bureau of Data Management and Analysis

The web site provides facility-specific information on NYS nursing homes. Facilities can be located by county through the map on the home page. Information includes the facility's contact information, bed size & available services, results of the Department's annual inspections and complaint investigations, and any fines issued against the nursing home by the Department.

The site also provides basic guides to assist individuals in selecting a nursing home, and to help nursing home residents understand their rights; information on the Nursing Home Administrator licensure process; copies of Department guidance and information distributed to nursing homes; access to the NYS Nurse Aide Registry, and links to other related Internet sites such as the federal Centers for Medicare and Medicaid Services (CMS).

NYS Physician Profile

www.nydoctorprofile.com

Applicable To: Doctor of Osteopathy, Physician
 Contact: Patient Safety Center

Designed for consumer use, this site contains a profile on all physicians licensed to practice in NYS, regardless of where they live or practice. Physicians are required to provide information regarding education, certification, specialty training, disciplinary actions, malpractice history, hospital privileges and translation

services available in the physician's office. Optional information includes practice name/address, the names of other physicians practicing in the group, articles or research papers written by the physician, professional and community service awards, a list of health plans with which the physician associates, and a personal statement by the physician. Profile information can be viewed only in English. The help desk (888-338-6999) is staffed with English and Spanish speakers. Chinese, Creole and Russian speakers are readily available to assist consumers. The web site contains a link to the Department's Office of Professional Medical Conduct web site, where information can be found on any final disciplinary actions taken.

Office of Professional Medical Conduct (OPMC) Public Web Site

www.health.state.ny.us/nysdoh/opmc/main.htm

Applicable To: Doctor of Osteopathy, Medical Resident, Physician Assistant, Physician, Specialist Assistant

Contact: Office of Professional Medical Conduct

The Board for Professional Medical Conduct (Board) issues determinations and orders imposing disciplinary actions and penalties against physicians, physician assistants, and specialist assistants for medical misconduct. This web site provides a listing of all physicians, physician assistants, and specialist assistants who have been disciplined from 1990 to the present. The web site also provides annual reports, answers to "Frequently Asked Questions," brochures regarding medical misconduct, the Office of Professional Medical Conduct (OPMC) complaint form and relevant statutes. There is a link to the NYDoctorProfile web site as well as a link to the State Education Department web site, which includes licensing information.

OHSM Regional Offices

	Program Contacts	Phone	Fax
Capital District Regional Office Frear Building One Fulton Street Troy, NY 12180 Phone: 518-408-5300 Fax: 518-408-5280	Home Health/Hospice	518-408-5413	518-402-0362
	Adult Homes	518-408-5400	518-402-0259
	Long Term Care	518-408-5372	518-402-0362
	Hospital Services	518-408-5329	518-408-5392
	Professional Medical Conduct	518-408-5431	518-408-5429
Central New York Regional Office 217 S Salina Street Syracuse, NY 13202 Phone: 315-477-8100 Fax: 315-477-8588	Home Health/Hospice	315-477-8472	315-477-8583
	Adult Homes	315-477-8472	315-477-8583
	Long Term Care	315-477-8472	315-477-8583
	Hospital Services	315-477-8561	315-477-8587
	Professional Medical Conduct	315-477-8579	315-477-8585
Western Regional Office-Buffalo 584 Delaware Avenue Buffalo, NY 14202 Phone: 716 847-4302 Fax: 716-847-4661	Home Health/Hospice	716-847-4661	716-847-4337
	Adult Homes	716-847-4661	716-847-4337
	Long Term Care	716-847-4320	716-847-4337
	Hospital Services	716-847-4357	716-847-3916
	Professional Medical Conduct	716-847-4532	716-847-4328
Western Regional Office-Rochester 335 E Main Street Rochester, NY 14604 Phone: 585-423-8042 Fax: 585-423-8099	Professional Medical Conduct	585-423-8043	585-423-8093
Metropolitan Regional Office 90 Church Street New York, NY 10007 Phone: 212-417-5550 Fax: 212-417-5914	Home Health /Hospice	212-417-5888	212-417-4938
	Adult Homes	212-417-4440	212-417-5808
	Long Term Care	212-417-4999	212-417-6551
	Hospital Services	212-417-5995	
	Professional Medical Conduct	212-417-4900	212-417-4322



State of New York

George E. Pataki, Governor

Department of Health

Antonia C. Novello, M.D., M.P.H., Dr.P.H., Commissioner